



Full Roll-out of Body-Worn Cameras for Special Constables and Fare Inspectors

Date: December 3, 2024

To: TTC Board

From: Chief Strategy and Customer Experience Officer

Summary

At its meeting on April 11, 2024, the TTC Board approved the Body-Worn Camera and Special Constable In-Car Camera Policy and the initiation of a nine-month Body-Worn Camera pilot for Special Constables and Fare Inspectors. The pilot launched in May 2024, and is expected to conclude in December 2024.

Throughout the pilot, the performance of body-worn cameras was monitored through weekly surveys and the evaluation of key technical performance indicators to ensure that the technology meets TTC’s needs. The results of the pilot have demonstrated that body-worn cameras provide significant benefits for Special Constables, Fare Inspectors, and the public. Given the positive outcomes of the pilot, the TTC will be proceeding with full deployment of body-worn cameras for all Special Constables and Fare Inspectors.

Financial Summary

Funding for the Body-Worn Camera project is included in the TTC’s 2024-2033 Capital Budget and Plan under 7.1, Corporate Camera and Delivery Program, which was approved by the TTC Board at its meeting on December 20, 2023 and by City Council on February 14, 2024.

The total project cost of the Corporate Camera and Delivery Program is \$11.304 million, including costs to the end of 2023 of \$4.496 million and cash flow funding of \$6.808 million in the 2024-2033 Capital Budget and Plan as presented in Table 1 below:

Table 1: 2024-2033 Capital Budget and Plan – Corporate Camera Strategy and Delivery Program (\$000s)

	LTD Actuals to 2023	2024 Budget	2025	2026	2027	2028	2029- 2033	10-Year Total	Total Project Cost
Corporate Camera Strategy & Delivery	4,496	1,235	4,608	965	-	-	-	6,808	11,304

Body Worn Cameras

Of the total project cost, a total of \$958,000 is allocated to the body-worn cameras project. Of this amount, \$623,000 was allocated to launch the body-worn cameras pilot and the remaining \$335,000 has been budgeted for the full roll-out, which includes the purchase of the body-worn cameras in December 2024, as presented in Table 2 below. There is sufficient funding in the 2024-2033 Capital Budget and Plan for the pilot and full deployment of this program.

Table 2: Body-Worn Cameras Project Cash Flow Requirement (\$000s)

	LTD Actuals to 2023	2024	2025	2026	2027	2028	2029- 2033	Total Cashflow Requirement
Body Worn Cameras (BWC) Pilot	472	151	-	-	-	-	-	623
Full Rollout Costs for BWC Project		266	69					335
Total Cashflow Requirement	472	417	69	-	-	-	-	958

In order to operationalize this initiative, operating funding will be required for ongoing annual license fees and camera replacements as well as increased staffing dedicated to process the expected volume of video requests. Two additional positions were approved for the Video Surveillance Unit as part of the 2024 Budget process to address the increased volume of video requests. The ongoing maintenance costs for the body-worn cameras are included in the 2025 Operating Budget submission. Table 3 below presents the forecasted operating costs totalling \$3.262 million over the next five years:

Table 3: Body-Worn Cameras Operating Expenditure Forecast (\$000s)

	2025	2026	2027	2028	2029	Total Operating Expenditure Forecast
Licence Costs	361	361	361	361	361	1,805
Hardware	-	-	232			232
VSU Labour	220	239	250	257	259	1,225
Total Forecasted Operating Expenditures	581	600	843	618	620	3,262

The Chief Financial Officer has reviewed this report and agrees with the financial impact information.

Equity/Accessibility Matters

Through the TTC's Culture Change Program, the Revenue Protection and Special Constable Service departments continue to undergo transformative internal and external change to demonstrate a commitment to accountability, transparency, building public trust, addressing regulatory concerns, and ensuring bias-free service delivery.

The Culture Change Program has been the foundation for all such work carried out between 2020 and 2024. This work includes restructuring the departments, updating technologies, overhauling training, and modernizing policies. The TTC developed its Culture Change Program using recommendations from the Ombudsman Toronto and various third-party reports.

In addition, the TTC is committed to supporting and promoting diversity, equity, and inclusion in the development of all policies, procedures, and services to ensure that solutions reflect and respond to the complex societal challenges that Toronto residents face. Special Constables and Fare Inspectors have significant public contact and perform customer service, safety, and security roles. The TTC expects all of its employees to perform their duties in an equitable, inclusive, respectful, and safe manner. Body-worn cameras support equity by promoting accountability and transparency in interactions between Officers and customers, ensuring that enforcement actions are fair and unbiased. By recording each interaction, the TTC is improving trust with the public to foster a more equitable and respectful environment.

Issue Background

At its meeting on May 8, 2023, the TTC Special Constable Service 2022 Annual Report was considered by the Board. The report included a summary of public complaints and use of force reporting, as required by Ontario Regulation 926/90, and TTC policy, and as recommended by the Ombudsman in their 2017 report.

[TTC Special Constable Service 2022 Annual Report](#)

At its meeting on June 12, 2023, the TTC Board received the Diversity and Culture 2022 Annual Report: Equity, Diversity & Inclusion in Motion, which provided an update on the progress made toward implementing the TTC's commitments and priorities related to diversity, equity, inclusion, and culture change.

[Diversity and Culture 2022 Annual Report: Equity, Diversity & Inclusion in Motion](#)

On December 7, 2023, a report entitled Policies to Support the Revenue Protection and Special Constable Service Culture Change Program was submitted to the TTC Board to approve the Body-Worn Camera and Special Constable In-Car Camera System Policy. The report was deferred to April 11, 2024, subject to the TTC conducting a full and robust consultation on the Body-Worn and Special Constable In-Car Camera System Policy with CUPE Local 5089 and members of the public.

[Policies to Support the Revenue Protection and Special Constable Service Culture Change Program](#)

On April 11, 2024, the revised Body-Worn Camera and Special Constable In-Car Camera System Policy was submitted to the TTC Board in a report entitled, Supplementary Report – Policies to Support the Revenue Protection and Special Constable Service Culture Change Program. The Board approved the recommendations, allowing the TTC to proceed with a nine-month Body-Worn Camera and Special Constable In-Car Camera System Pilot beginning in Q2 2024.

[Supplementary Report – Policies to Support the Revenue Protection and Special Constable Service Culture Change Program](#)

Comments

Pilot Overview

In May 2024, the TTC launched a nine-month pilot to equip Special Constables and Fare Inspectors with body-worn cameras and in-car cameras through a phased implementation. Through this approach, 20 Special Constables and 20 Fare Inspectors were equipped with body-worn cameras over a six-week period, rotating to a new set of Officers every six weeks. This approach ensures that all Officers have the opportunity to be equipped with a body-worn camera during the pilot phase. The pilot is set to be completed in January 2025.

Special Constable and Revenue Protection Department Feedback

As a part of the pilot's requirements, participating Special Constables and Fare Inspectors were required to submit their feedback on their experience using body-worn cameras in a daily survey. The feedback was used to identify any issues with the equipment, or the requirements laid out in the Body-Worn Camera and Special Constable In-Car Camera Policy. The survey responses have been used to track Officer satisfaction and concerns with the equipment.

The feedback indicates that generally, body-worn cameras have provided Special Constables and Fare Inspectors with an added layer of accountability and transparency, fostering trust between the public and the transit system. In the event of complaints or incidents, the footage has been reviewed to clarify what transpired, reducing misunderstandings, and providing clear evidence to support or refute claims. Overall, body-worn cameras have created a safer and more respectful working environment for Special Constables and Fare Inspectors, while also promoting adherence to fare policies, statutes, and by-laws among passengers.

Special Constable Service Survey Results

Daily survey results demonstrated that the overwhelming majority of pilot participants had a positive experience using body-worn cameras, highlighting that they felt that the equipment increased their safety and improved customer compliance. Eighty-three per cent of pilot participants reported that they felt the body-worn cameras increased their safety and enhanced transparency. The presence of body-worn cameras encourages both Special Constables and customers to be more conscious of their behaviour and adhere to policies, statutes, and by-laws. Additionally, 54% of pilot participants reported that they believe body-worn cameras help reduce complaints from members of the public. Survey results from Special Constables can be found in Appendix 1.

Revenue Protection Survey Results

Daily survey results from Fare Inspectors indicated significant support for the program. Sixty-three per cent of pilot participants observed that the use of body-worn cameras improved their overall sense of safety while on duty. The visible presence of the cameras acts as a deterrent, reducing the likelihood of confrontations or aggressive

behaviour from passengers. Customers tend to be more co-operative when they are aware they are being recorded, which has led to fewer instances of verbal abuse or aggressive behaviour toward Fare Inspectors.

Additionally, the cameras have contributed to an increase in compliance with fare regulations. Over 60% of pilot participants noted that it has positively influenced customer behaviour. Customers were more inclined to follow the inspection and ticketing process knowing that their interactions were being documented. Pilot participants have also reported substantial time savings on notetaking when issuing a ticket, as they can now rely on the footage details for support. This has allowed them to spend more time conducting inspections. Survey results can be found in Appendix 2.

Customer Complaints

The Customer Service group has not received any complaints from the public regarding the use of body-worn cameras during the pilot phase. Additionally, daily pilot surveys noted that 96% of participating Special Constables and Fare Inspectors did not encounter any privacy concerns raised by the public regarding their use of body-worn cameras.

CUPE Local 5089 Report Back

On September 9, 2024, the project team met with CUPE 5089 to discuss the plan for the full roll-out of the body-worn camera program. CUPE 5089 expressed strong support, emphasizing positive feedback from its members. Additionally, on October 25, 2024, the project team met with the National representative for CUPE 5089 to provide detailed background information and updates on the pilot program. The CUPE National representative also endorsed the full roll-out, reinforcing the Union's collective support for the initiative.

Technical Key Performance Indicators

Technical key performance indicators were established to assess the effectiveness of the body-worn camera equipment, particularly in meeting the functional needs of Special Constables and Fare Inspectors. All indicators were successfully met. For a complete list of the key performance indicators and details on how they were achieved, refer to Appendix 3.

Reporting and Training

To ensure that the Special Constable Service and Revenue Protection departments maintain transparency and accountability, the Special Constable 2024 Annual Report will introduce a new section that provides an annual status update on the use of body-worn cameras. The update will outline outcomes and Officer feedback on the body-worn cameras, along with any internal or public concerns that may arise as the equipment continues to be used. The annual update will also provide information on how key performance indicators are continuing to be met.

Throughout the pilot, the departments have been conducting regular audits of body-worn camera footage to ensure that Officers are complying with the Body-Worn Camera and Special Constable In-Car Camera Policy. The audits have enabled the departments to identify and address misuse of the equipment and potential misconduct. The audits also provided the departments with the opportunity to retrain and re-educate Officers on the use of body-worn cameras when misuse was identified. The TTC will continue to conduct ongoing body-worn camera audits when the equipment is fully deployed to maintain Officer compliance with policy and procedures.

In compliance with the Body-Worn Camera and Special Constable In-Car Camera Policy, the TTC will review and update the policy within one year after full deployment. The update will include findings from the pilot and ways to address any required modifications in procedures or relevant regulations and decisions. The Policy will then be reviewed and updated at least once every three years to ensure that body-worn cameras remain effective in maintaining safety for both Officers and the public. As a part of the policy review process, the TTC will engage with relevant internal and external stakeholders, including Commission Services, Local CUPE 5089, the TTC's Advisory Committee on Accessible Transit, and others.

Mandatory annual body-worn camera refresher training will be provided to all Officers. Annual refresher training will reinforce important requirements for camera equipment handling and include any updates to the Body-Worn Camera and In-Car Camera Policy and internal procedures.

Next Steps

The Revenue Protection department will be initiating a plain clothes deployment on streetcar pilot following the December Board meeting. This strategy aims to satisfy the Auditor General's recommendation to increase the use of plain clothes Fare Inspectors to strengthen the effectiveness of the inspection program. The pilot team will wear body-worn cameras. The cameras will remain visible, and a notification will be given when streetcar inspections commence. Results of the plain clothes pilot will be reported to the Board in Q2 2025.

Subject to the TTC Board's approval of the noted recommendations, TTC staff will initiate full deployment of body-worn cameras for all Special Constables and Fare Inspectors commencing in Q1 2025.

Corporate Plan Alignment

Strategic Direction 1.3: Reinforce Employee Safety and Well-Being

Body-worn cameras enhance employee safety and well-being by successfully deterring aggression and providing clear records of interactions, which supports transparency and accountability for Special Constables and Fare Inspectors.

Strategic Direction 5: Address the Structural Fiscal Imbalance

Fare evasion has resulted in more than \$123 million revenue loss for the TTC. Body-worn cameras have helped Fare Inspectors achieve higher compliance, as customers

are generally more co-operative when they know they are being recorded. This increased compliance supports the overall success of the Revenue Protection program.

Contact

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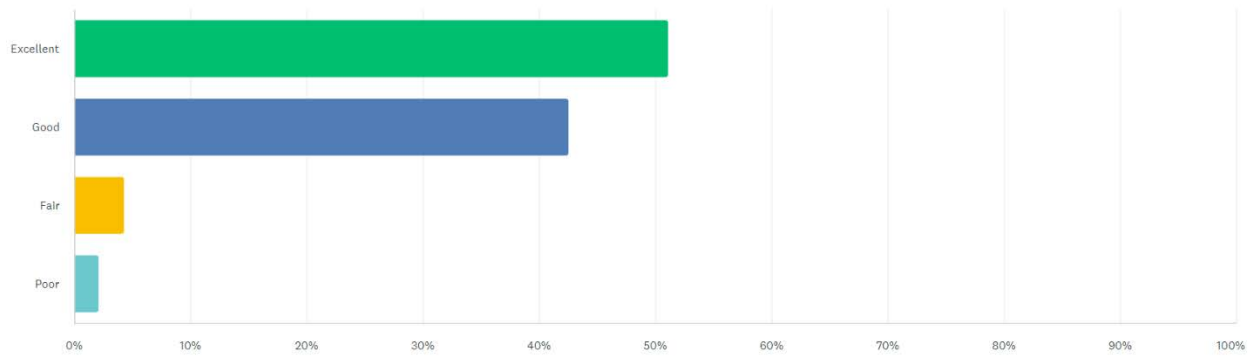
Josh Colle
Chief Strategy and Customer Experience Officer

Attachments

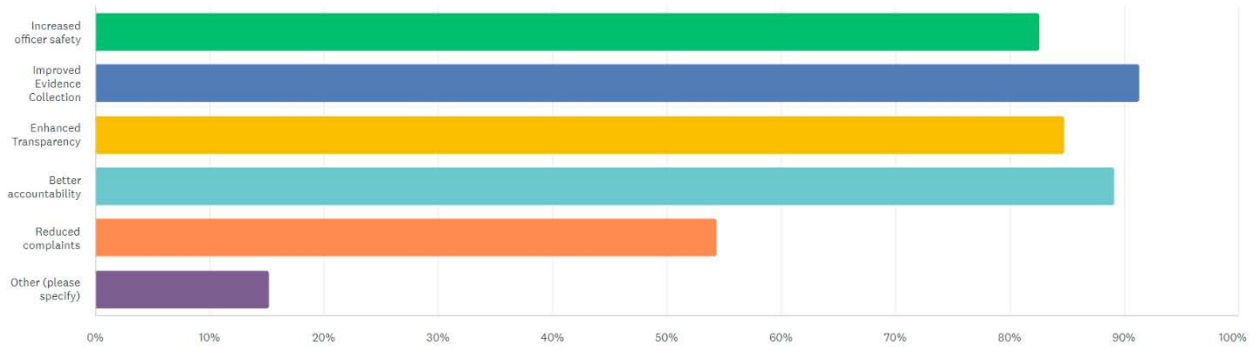
Appendix 1: Special Constable Survey Results
Appendix 2: Revenue Protection Survey Results
Appendix 3: Key Performance Indicators

Appendix 1: Special Constable Survey Results

How would you rate your overall experience using the body-worn camera?

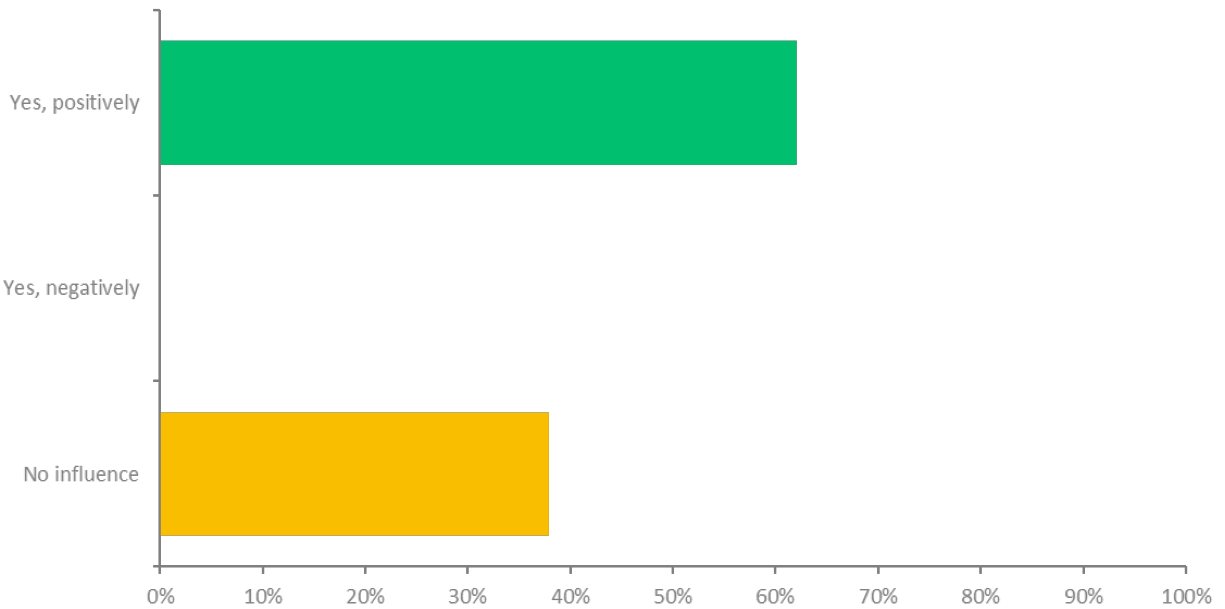


What benefits have you experienced from using the body-worn camera?

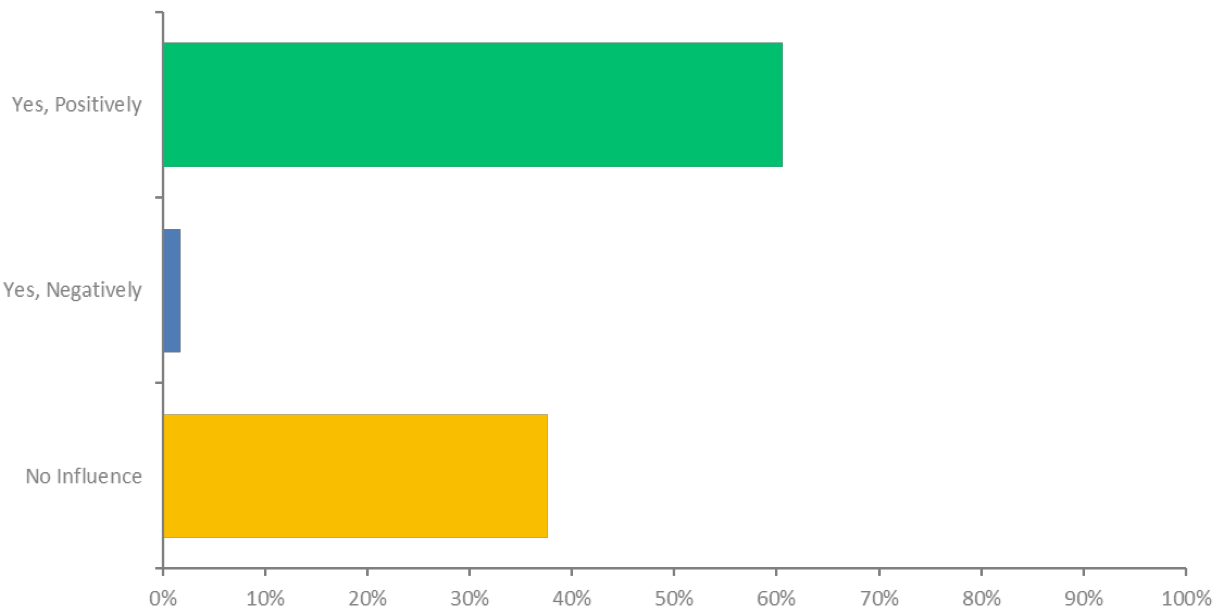


Appendix 2: Revenue Protection Survey Results

Do you believe the body-worn camera has impacted your safety while on duty?



Do you believe the body-worn camera influenced the behaviour of the individuals you interacted with during your shift?



Appendix 3: Key Performance Indicators

Deliverable	Performance measures	Results as of Oct. 9, 2024
Solution meets technical requirements for Special Constables and Revenue Protection Officers	100% compliance	100% met. Mute function updated as requested. 7-Day video limits for Officer access updates completed. AXON issued Canadian update to correct issues with respond functionality.
Solution meets functional requirements for Special Constables and Revenue Protection Officers	100% compliance	100%. No open requests or issues.
Accepted data loss (during network transmission between BWC-Dock-Cloud)	1% maximum	No data loss. BWC-Dock-Cloud experienced no issues. No support calls logged as a result of data transmission loss.
Online application availability (given consistent network connectivity)	99%	No disruption in network connectivity. No support calls logged because of network connectivity.